

# Community Falls Service

## How do we gain information from our patients?

- Handing out patient satisfaction questionnaires when patients are discharged from the service
- Handing out feedback questionnaires at the end of the group programmes
- Completing telephone surveys with patients 3 months after discharge to hear their patient story and gain feedback on the service

## How do we use the information?

- Discuss feedback from patient satisfaction questionnaires/feedback forms in our monthly team meetings to review comments, consider service improvements and motivate the team
- Telephone survey data is collated and stored electronically. The comments are discussed in team meetings and presented to the commissioners as and when required.

## Benefits

- Receiving many positive comments which help to motivate the team to continue providing a patient centred service
- Patients feel included and involved and know they are being listened to
- Positive feedback from the group programmes encourages development of the service in a way patients find beneficial

## Challenges

- Finding suitable venues for the group programmes
- Very few suggestions received on how we can improve the service so difficult to evidence how we are involving patients

As a team we are committed to listening to feedback from our patients and gaining their opinions on our service

## These are some of the comments we have received from our group programmes and home assessments from January 2018 - December 2018

The physiotherapist was a great ambassador for your service. She was courteous, helpful, friendly, knows her job and has been a great inspiration for me. Thank you.

I would like to thank all the therapists for their work and encouragement.

You have excellent people at all contacts; you and your care are a vital service.

You were the first people who treated me as a whole person. I was bowled over. Extremely impressed.

My husband has had a great improvement since he has been doing the exercises.

The feeling that we are being looked after and matter.

A big thank you to all the falls and balance team who instructed us in 8 weeks. They were pleasant, smiling, friendly and helpful; caring for us all throughout.

The staff, both outstanding, extremely professional, very friendly, kind and gave superb advice; their exercises worked wonders with my walking and balance.

The original assessment from the Community Falls Service was extremely thorough and delivered everything promised. The staff were caring and helpful and explained everything carefully. The advice and exercise were very helpful.

## Results

- From the recent telephone survey, 100% of people asked did not feel there was anything the service could have done better. All comments received were positive
- From the patient satisfaction surveys, 100% of people who completed the questionnaires reported they would recommend the service
- From the group programme feedback questionnaires, 100% of people who completed the questions reported that they enjoyed and benefitted from the group programme